

The State Journal – October 12, 2010

Fibernet Working to Determine Cause of Outage

By Gil McClanahan

Some Fibernet customers still were without phone service Monday morning after an outage that affected much of West Virginia.

The outage happened at about 6 p.m. and most customers had their service restored by 10 p.m., according to Fibernet officials.

Crews continued to work Monday morning to restore service to its remaining customers.

Fibernet officials did not have an estimate about how many customers were affected by the outage, but said it affected West Virginia and the five surrounding states.

Fibernet officials also said they have not yet determined what caused the outage or what services were affected.

WOWK Channel 13 -- October 12, 2010

Business Feels Effect of Fibernet Phone Outage

By Staff Report

Gino's Pizza had 22 restaurants with no phone service on one of their busiest days of the week.

DUNBAR -- Phone service is vital in the pizza business. For four hours Sunday night, 22 Gino's Pizza locations in the Kanawha Valley had no phone service on one of their busiest days of the week.

"You're losing a lot of business. Plus, your employees are having to go home early because you don't have the business. Your drivers can't do deliveries because you have no business," said Jeff Snodgrass, vice president of operations for Gino's Pizza.

Snodgrass is still calculating the loss of revenue that he says could reach into the thousands of dollars. He adds that customer relations were also impacted.

"A lot of them would come in upset because they thought we were ignoring their phone calls. Then if they came in and wanted to pay by credit card, we couldn't process it because it depends on the phone lines," said Snodgrass.

Terry Smarr of Fibernet said crews are still trying to determine why the network service interruption took place and specifically what type of service was impacted because there were isolated service outages. Those outages were spread across West Virginia and surrounding states.

The Charleston Gazette – October 14, 2010

PSC to look at FiberNet outage

By Staff reports

CHARLESTON, W.Va. -- The state Public Service Commission has started an investigation of a phone outage Sunday afternoon that affected FiberNet customers in West Virginia.

Kanawha County Commission President Kent Carper requested the inquiry.

The outage lasted for at least four hours and affected customers, including the Charleston Fire Department, in five counties.

Kanawha County Metro 911 officials were unable to reach FiberNet officials during the outage, and FiberNet never notified emergency personnel about the problem, Carper said.

"This type of investigation has never been conducted on this type of outage," Carper said.

"Hopefully, when this investigation is completed, we will no longer be in the dark and will have the answers and tools necessary to fully protect our citizens in the future."

Charleston Gazette - October 25, 2010

FiberNet to replace power station in wake of second statewide phone outage

By Eric Eyre

Charleston-based FiberNet operates about 100,000 telephone access lines -- mostly for business customers -- in West Virginia and surrounding states. The company has about 250 employees.

Earlier this month, the state Public Service Commission started an investigation of an Oct. 10 outage that affected FiberNet customers in West Virginia. Carper requested the inquiry.

The Oct. 10 outage lasted for at least four hours and affected customers, including the Charleston Fire Department, in five counties.

Kanawha County Metro 911 officials were unable to reach FiberNet officials during the outage, and FiberNet never notified emergency personnel about the problem, Carper said.

Carper said he was filing a second complaint against FiberNet with the PSC in the wake of Monday's repeat outage.

"This is serious," Carper said Monday morning during the outage. "I'm getting calls from one end of the county to the other about this."

Gianato said his office was still waiting for a report from FiberNet about what caused the Oct. 10 outage and how many customers were affected.

In 2007, a computer glitch at FiberNet's Charleston office knocked out service to 11,000 of FiberNet's 24,000 customers in West Virginia. The service disruption lasted for days. Some customers filed lawsuits.

In July, nTelos announced plans to purchase FiberNet for \$170 million. A hearing on the sale is scheduled for today at the PSC's office in Charleston.

FiberNet asked customers to call 1-800-320-6144 or send e-mail to supp...@wvfibernet.net, if they still are without service today.

Frontier Communications issued a release Monday, saying none of its customers were affected by FiberNet's outage. FiberNet uses Frontier's landline network in West Virginia.

County 911 emergency call centers also didn't lose service Monday, Gianato said. The 911 centers aren't FiberNet customers.

Reach Eric Eyre at erice...@wvgazette.com or 304-348-4869.

WV Metro News Network – October 25, 2010

FiberNet Outage Questioned

By Staff

The president of the Kanawha County Commission says he wants an investigation into the recent FiberNet phone outages throughout West Virginia.

Kent Carper wrote a letter to the Public Service Commission for the second time in 15 days, asking it to look into FiberNet's recent problems.

Carper says he's not upset that service went out, only that FiberNet didn't report it.

"My complaint, again, with FiberNet is not the outage. It could have been just one of those things. I understand utilities go down; I've got that," Carper told 58 WCHS in Charleston. "My complaint is their failure to notify the public safety answering point."

Back on October 10, FiberNet experienced a similar phone outage.

After that incident, Carper sent a letter to the Public Service Commission asking for it to investigate why FiberNet didn't notify public officials.

Carper says it's FiberNet's responsibility to let the public know when phones are out.

"I think they're required to do that under current law. If they're not, they ought to be," Carper said.

Another problem Carper sees is the lack of transparency about the problems.

"They (FiberNet) still haven't told the public how many customers were out, what was the problem. I mean, is it a big secret over there?" said Carper.

In his letter, Carper blasts FiberNet for jeopardizing public safety.

"It's just a ridiculous situation, of a major provider of what I call critical safety," Carper said.

Carper says when phones go out, officials need to know so they can inform the public.

"The point of the matter is we want to tell the public what to do, and if they don't tell us, we don't know what to tell them," Carper said.

Though the PSC didn't immediately investigate FiberNet following the outage on October 10, Carper says this time he thinks FiberNet will be looked into.

"I think it's a serious problem, and I'm confident the Public Service Commission will address it sooner than, I think, the phone company wants them to," Carper said.

According to FiberNet, service has been returned throughout the state.

WOWK Channel 13 – October 25, 2010

FiberNet Outage Affects More Than Business

By Brooks Taylor

CHARLESTON -- Debra Bingham, the manager of a Tudor's Biscuit World in Charleston, said a morning FiberNet phone service outage caused her company to lose about \$500 in business.

"It affects us a lot because a lot of people use credit cards these days and we've been having to turn down customers right and left," Bingham said.

Bingham said she couldn't get in touch with FiberNet to find out more information about the outage, and that frustrated her.

"Yes, yes it does, because I didn't know when it was going to get turned back on or how long it was going to last or anything," she said.

While the phone outage affected businesses, Kent Carper, president of the Kanawha County Commission, said there is a greater concern.

"The bottom line is the public is put at an unnecessary additional risk, due to the failure," he said.

Carper talked about people needing to make emergency calls to 911. FiberNet said people should use cell phones, Carper says that's not always an option.

"A lot of folks just don't have a cell phone," he said, "and if they do they live in an area where there is no cell phone coverage. This could be a life or death situation if it's not taken care of."

A statement from FiberNet said the outage was due to a power unit at the Leon Sullivan Street location, and the issue is resolved.

WSAZ Channel 3 -- October 25, 2010

UPDATE: Concern Expressed about FiberNet Outage; Company Releases Statement

By Cathleen Moxley; Anna Baxter

UPDATE 10/25/10 @ 6:25 p.m.

CHARLESTON, W.Va. (WSAZ) -- For the second time this month, FiberNet has had a widespread outage.

According to Metro 911, every county below Ohio County in northern West Virginia -- including Cabell and Kanawha counties -- was without FiberNet service for several hours Monday.

For some, landlines may seem like a thing of the past, but for businesses, schools and emergency responders, they're still a necessity.

"We rely on the phone lines for parent communication," Henry Nearman, principal of J.E. Robins Elementary, said. "If any emergencies were to occur ... it was very difficult not having the phone lines available."

Starting the school week with no phone service is inconvenient, and with fire notifications now running through the phone lines, some schools are hung up on a greater concern.

"If it was on a weekend or at night when there's nobody in the building and there were to be a fire or a break-in, nobody would know," Nearman said.

"They've had a history of unexplained large-scale outages," Kanawha County Commissioner Kent Carper said.

Carper is sending a second request to the Public Service Commission, asking for an investigation into FiberNet's failure to notify local 911 centers about outages.

"I cannot emphasize how serious this is," Carper said. "That's the lifeline to people. The telephone is a lifeline, and there seems to be this attitude by FiberNet, 'Well, you can always use your cell phone.' Well, everyone doesn't have a cell phone."

As far as the cause for the outage, FiberNet released the following statement:

"At approximately 9:10 am FiberNet experienced a service interruption to some of our inbound and outbound voice service customers. Following the immediate implementation of service restoration efforts, service restoral was completed at 1 p.m.

This service interruption was similar to the one FiberNet experienced Oct. 10, 2010. After that interruption, FiberNet hired an AC Power expert and a DC Power expert to determine the root cause of the power issue.

Due to this morning's service interruption, FiberNet has decided to replace the DC Power plant at its Leon Sullivan Way Central Office.

The company also stated:

"FiberNet's customers are our most valued resource, and we consider any service interruption to be unacceptable. Anytime a service interruption occurs, the first priority is to restore service, the second priority is to determine why the interruption happened and the third priority is to implement corrective action so that the interruption does not happen again."

FiberNet willingly met with a representative of the West Virginia Public Service Commission and explained the situation and the corrective action being taken.

Should you still be experiencing any service issues, please call 800-320-6144 or send an e-mail describing the problem to Support@wvfibernet.net.

UPDATE: 10/25/10 @ 4:00 p.m.

CHARLESTON, W.Va. (WSAZ) -- Phone service was restored Monday afternoon to several counties in West Virginia.

FiberNet lines were down in Kanawha, Cabell and all other counties south of Ohio County for several hours.

A spokesperson with FiberNet tells WSAZ.com the company is getting ready to issue a statement, explaining what caused the outage.

Keep clicking on WSAZ.com for the very latest information.

ORIGINAL STORY

CHARLESTON, W.Va. (WSAZ) -- Phone service is out in several counties in West Virginia.

According to Metro 911, FiberNet lines are down in Kanawha, Cabell and all other counties south of Ohio County.

Anyone who uses FiberNet will get a busy signal when placing a call.

At this time, the amount of customers affected by the outage is unknown.

FiberNet is working to find what is causing the problem.

As a precaution, Metro 911 advises all FiberNet customers to use their cellphones as an alternative source of communication.

FiberNet had a similar outage on Sunday, October 10.

The State Public Service Commission is currently investigating that outage. The commission wants to know what caused the outage that cut off communications with 911 centers and other emergency services.

The Kanawha County Commission requested an investigation because the company failed to notify county agencies about that outage.

FiberNet has already been in touch with Metro 911 about Monday's outage. The company says as soon as they learn more about the outage Metro 911 will be notified.

Keep clicking on WSAZ.com for the very latest information.

WV Public Broadcasting – October 25, 2010

FiberNet experiences another phone outage in WV

By John Hingsbergen & Associated Press

FiberNet has experienced the company's second disruption in phone service this month in West Virginia. As of Monday, the cause of the outage has yet to be determined.

State Homeland Security and Emergency Management Director Jimmy Gianato says the outage was statewide and lasted more than two hours.

Gianato says some hospitals, fire departments and police agencies temporarily lost phone service.

Another FiberNet phone outage occurred in at least six counties on October 10.

An outage in July 2007 knocked out all or some service to 11,000 of FiberNet's 24,000 customers in West Virginia.

Calls by the Associated Press to FiberNet weren't immediately returned.

WVVA Bluefield, WV – October 25, 2010

FiberNet experiences phone outage in W.Va.

By Associated Press

CHARLESTON, W.Va. (AP) - FiberNet has experienced the company's second disruption in phone service this month in West Virginia.

It wasn't immediately known what caused Monday's outage or how many customers were affected. Calls to Fibernet weren't immediately returned.

State Homeland Security and Emergency Management Director Jimmy Gianato (Juh Net) says the outage was statewide and lasted more than two hours.

Gianato says some hospitals, fire departments and police agencies temporarily lost phone service.

Another FiberNet phone outage occurred in at least six counties on Oct. 10.

An outage in July 2007 knocked out all or some service to 11,000 of FiberNet's 24,000 customers in West Virginia.

Charleston Daily Mail – October 25, 2010

FiberNet suffers another outage

By George Hohmann

CHARLESTON, W.Va. -- Customers of telecommunications provider FiberNet on Monday suffered what apparently was the second widespread outage in three weeks.

Monday's interruption in service prompted Kanawha Commission President Kent Carper to call for another investigation by the state Public Service Commission. Carper also called for a probe following an Oct. 10 FiberNet network crash. The Public Service Commission, which regulates utilities, agreed to that request and launched an investigation that is pending.

Carper said Monday that FiberNet again failed to notify 911 centers of the loss of service, as required by state rules and regulations.

"This failure of FiberNet to adhere to the Public Service Commission's regulations as to the proper notification of 911 centers has unnecessarily placed citizens and our community in a position of even greater harm," Carper said in a prepared statement. "The failure to give adequate and quality notice continues to place 911 officials in the unenviable position of not having the requisite information to inform the public as to the scope of the outage as well as an estimated time of restoration.

"This is totally ridiculous and wholly avoidable and places Kanawha County citizens in a greater position of harm due to the violation of the notification requirement ... " Carper said.

Monday's outage could not have come at a worse time for FiberNet.

NTelos is in the process of buying FiberNet for \$170 million and the hearing on the deal is scheduled for 1:30 p.m. today at the Public Service Commission's headquarters, 201 Brooks St.

FiberNet acknowledged it had a problem at 9:56 a.m. Monday when it issued a brief statement. The company said it was experiencing "inbound call issues."

At 11:53 a.m. the company issued another statement.

"After further investigation, it was determined that both inbound and outbound calls were affected to some of FiberNet's customers," the company said. "The restoral process has already begun and it is fully expected that all customers will be restored by Noon."

At 4:45 p.m. FiberNet issued a statement that said the service interruption began at about 9:10 a.m. and service was restored at 1 p.m.

"This service interruption was similar to the one FiberNet experienced on Oct. 10," the company said. "After that interruption, FiberNet hired an AC power expert and a DC power expert to determine the root cause of the power issue.

WTOV Channel 9 -- October 25, 2010

FiberNet Outage Affecting Police, Fire Dept. Phones

By Staff

Ohio County officials said a FiberNet problem is to blame for an outage affecting police and fire department phone lines.

Officials said fire and police non-emergency phone numbers are not working. People who need to contact fire or police should call 911.

The problem is also affecting Moundsville Police Department. In the case of an emergency, people should call 911 or the Marshall County Sheriff's Office at 304-843-1500.

The problem was reported around 9 a.m., and crews were working to fix it as of 10:30 a.m. Stay with NEWS9, WTOV9.com and WTOV9 Mobile for continuing coverage.

News and Sentinel – October 26, 2010

Fibernet service interrupted

By Michael Erb

PARKERSBURG - Fibernet customers throughout West Virginia experienced unreliable phone service and some Internet service issues Monday morning.

Several news agencies Monday morning reported widespread outages in Kanawha and surrounding counties while local customers reported sporadic phone and Internet service in the Parkersburg area.

Randy Lowe, director of the Wood County 911 Center, said the outage temporarily interrupted land-line service to 911. Lowe issued a press notice Monday morning, asking all affected customers to use cell phones if they needed to contact 911.

Monday afternoon Lowe said he contacted Fibernet officials and was told all circuits were up and running.

In a release posted on the Fibernet website, officials said the company was experiencing issues with "inbound calls" but gave no timetable for repairs or explanation for the issues. Around noon the company updated its online message.

"After further investigation, it was determined that both inbound and outbound calls were affected to some of Fibernet's customers. The restoral process has already begun and it is fully expected that all customers will be restored by noon. If voice service is not completely restored by that time, there may be another issue affecting your service."

By mid-afternoon most of the issues appeared resolved.

A similar outage of Fibernet services occurred Oct. 10.

A spokeswoman for Frontier Communications, which also provides phone service in areas of West Virginia, said the outage did not affect Frontier customers unless they were attempting to contact those using Fibernet services.

The Cumberland Times-News – October 26, 2010

Fibernet outages hit county, cities

By Staff Reports

— CUMBERLAND — Telephone service was disrupted for a few hours Monday when the FiberNet system experienced an unknown problem that apparently affected a large section in its service area.

Allegany County government as well as Cumberland and Frostburg city governments were affected, according to the Allegany County 911 center.

Allegany County's 911 system was not affected by the outage that reportedly ended at about 11:15 a.m.

The outage also affected telephone and Internet services of the Times-News.

Efforts to contact FiberNet officials for details of the outage were not successful.

The Charleston Gazette reported FiberNet experienced an outage Monday at about 9:30 a.m. that affected hospitals, fire departments and police agencies in various locations of West Virginia.

The Herald-Dispatch – November 3, 2010

Editorial: FiberNet must fill communications gap

HUNTINGTON - Twice in October, businesses and residences that rely on FiberNet for phone and/or internet services suffered service failures. The situations were frustrating and likely cost the businesses profits and productivity.

But the company also serves some emergency agencies, such as the Charleston Fire Department, which means the service outage conceivably could have had more dire consequences. That caught the attention of Kanawha County Commission President Kent Carper, who asked the West Virginia Public Service Commission to investigate the company's two outages that occurred on Oct. 10 and Oct. 25.

Carper's complaint, a valid one, is that FiberNet did a poor job trying to notify the emergency agencies it serves about the outages. While FiberNet does not service 911 call centers in the state, it's important that 911 dispatch centers be alerted to outages so it and agencies it's linked to can make adjustments by finding alternate communication services.

Two days after the second outage, FiberNet promised to work with its competitors and the PSC to develop procedures for notifying emergency officials when large numbers of customers lose service in West Virginia. "FiberNet believes the establishment of such requirements to be in the public interest," Steve Hamula, FiberNet's regulatory affairs manager, wrote in a letter.

That should go without saying. It should have been FiberNet's protocol before the outages ever occurred.

We trust that FiberNet already has figured out a way to communicate via other means when its service fails. The most desired outcome is that FiberNet's service will become more reliable. But when outages do occur, the company must do whatever it takes to ensure that emergency agencies are informed.

- NTELOS power engineer assessed existing DC power plant at Fibernet CO following two complete 5ESS switch outages
- Test data indicated DC plant did not have sufficient working batteries to handle load in the event of AC power failure
- NTELOS engaged our own vendor (Emerson) to further assess power plant and engineer replacement battery plant
- NTELOS ordered new equipment and had it shipped to Fibernet Central Office
- NTELOS has supervised two cutover activities (October 27, November 7) to install new battery equipment
- A temporary generator has been rented to support the new DC power plant in the event of an AC (AEP Power) power failure
- The newly installed and configured DC power plant should provide 7 hours of battery backup
- Additional work required post closing to further address battery deficiencies and possible rectifier/transfer switch issues
- An expeditious closing is essential so NTELOS can further stabilize the Fibernet network and protect customer's telecommunications services.

KANAWHA COUNTY COMMISSION

Post Office Box 3627
Charleston, West Virginia 25336



Telephone (304) 357-0101
Fax (304) 357-0788
www.kanawha.us

Henry C. Shores
Commissioner

W. Kent Carper
Commissioner

David J. "Dave" Hardy
Commissioner

October 12, 2010

Via Facsimile: (304) 340-3758,
E-mail: malbert@psc.state.wv.us,
and Regular United States Mail
The Honorable Michael Albert, Chairman
WV Public Service Commission
201 Brooks Street
Charleston, WV 25301

10-1604-T-GI

RECEIVED
10 OCT 12 AM 11:35
WV PUBLIC SERVICE
COMMISSION
SECRETARY'S OFFICE

Re: Request for General Investigation

Dear Chairman: Albert:

On behalf of the Kanawha County Commission, Metro 911 and Emergency Service providers, I would like to formally bring to the Public Service Commissions' attention a matter which occurred on Sunday, October 10, 2010. At approximately 6:30 p.m. on Sunday, October 10, 2010, Metro 911 was notified by the Charleston Fire Department that their FiberNet Landline service was not working and an alternative method to reach them would need to be used. Metro 911 began an attempt to contact FiberNet personnel to determine if there indeed was an outage, how the scope of the outage was managed, and the estimated time for restoral.

We have had similar lack of notification issues with others, specifically chemical plants, as well as the coal mines, which have been addressed by State Code. I respectfully request the Public Service Commission require West Virginia phone service providers to promptly notify the responsible Public Safety Answering Point (PSAP), when they have a significant outage. There are obvious reasons for them to make such a prompt notification, not to the least of which concern the general impact to public safety. Additionally, I request the Public Service Commission conduct a general investigation as to the protocols in place for redundant notification from the service provider to the PSAP(s) (and public) as to the scope, nature, and potential duration of a service outage.


We, in Kanawha County, take note of any type of utility outage especially, fixed landline phone service, as it significantly impacts our decision making process, asset staging, manpower need, etc. Additionally, local PSAP's are first line responders as to notification to the public with the Emergency Alert System, media notifications, ring-down, thus providing critical notification to the public. This points out a general need to review the current response by all landline providers in the State of West Virginia.

Via Facsimile: (304) 340-3758,
E-mail: malbert@psc.state.wv.us,
and Regular United States Mail
The Honorable Michael Albert, Chairman
October 12, 2010
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During this incident, there was no notification made by the responsible provider to any PSAP. At the same time, the PSAP was unable to contact the responsible provider to obtain the needed information to make important public safety decisions. This could be easily remedied by the Public Service Commission.

I would appreciate the Public Service Commission reviewing this matter and conducting a general investigation regarding the protocols to be used by the service providers for notifications to the PSAP during significant outages. If you have any questions or need further information, please contact me at 304.357.0109.

Sincerely,


W. Kent Harper
President

WKC/js

cc: The Honorable Jon W. McKinney, Commissioner
The Honorable Ryan B. Palmer, Commissioner
Byron Harris, Director, Consumer Advocate Division
The Honorable Henry C. Shores, Commissioner
The Honorable Dave Hardy, Commissioner
The Honorable Michael Y. Rutherford
Chief Deputy John D. Rutherford
Carolyn Charnock, Director Metro 911
Joe Lynch, Director, KCEAA
Denny Dawson, General Manager, KRT
Fire Chief William Peterson, President, Mutual Aid
The Honorable Larry Conley, Mayor of Belle
The Honorable Damron Bradshaw, Mayor of Chesapeake
The Honorable Charles A. Blair, II, Mayor of East Bank
The Honorable Rusty Casto, Mayor of Nitro
The Honorable Frank Mullens, Mayor of South Charleston
The Honorable James Hudnall, Mayor of Cedar Grove
The Honorable Robert C. Ore, Mayor of Clendenin
The Honorable Charles Armstrong, Mayor of Glasgow
The Honorable Gary Fields, Mayor of Pratt
The Honorable Essie Ford, Jr., Mayor of Handley
The Honorable Danny Jonss, Mayor of Charleston
The Honorable Jack Yeager, Mayor of Dunbar
The Honorable Bill Pauley, Mayor of Marmet
The Honorable Dick Callaway, Mayor of St. Albans

Via Facsimile: (304) 340-3758,
E-mail: malbert@psc.state.wv.us,
and Regular United States Mail
The Honorable Michael Albert, Chairman
October 12, 2010
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The Honorable James F. Higgins, Jr., Mayor of Montgomery
Police Chief Derrick Cox, Belle
Police Chief John Walls, Cedar Grove
Police Chief Brent Webster, Charleston
Police Chief Jack Ice, Chesapeake
Police Chief David Brinckman, Clendenin
Police Chief Earl Whittington, Dunbar
Police Chief Richard Thomas, East Bank
Police Captain Gary Vaughan, Glasgow
Police Chief Essie Ford, Handley

Police Chief Fred Maynor, Marmet
Police Chief Jack Brown, Montgomery
Police Chief Jack Jordan, Nitro
Police Chief Eric Eagle, Pratt

Police Chief Brad Rinehart, South Charleston
Police Chief Joe Crawford, South Charleston

Fire Chief James Oldaker, Alum Creek VFD
Fire Chief David Ballard, Cedar Grove VFD
Fire Chief Tommy Tucker, East Bank VFD
Fire Chief Kevin Clendenin, Clendenin VFD
Fire Chief Mike Mathews, Lakewood VFD

Fire Chief Brent Musick, Montgomery VFD
Fire Chief Frank Fizer, Loudendale VFD
Fire Chief Greg Childers, Tornado VFD
Fire Chief Thomas Johnson, S.M.P.G. VFD
Fire Chief Chris Fletcher, Belle VFD
Fire Chief Jeffrey Snodgrass, Davis Creek VFD
Fire Chief Ronald Russell, Frame VFD
Fire Chief Andre Higginbotham, Institute VFD
Fire Chief Marty Blankenship, Glasgow VFD
Fire Chief Sonny Wagoner, Pinch VFD
Fire Chief William Peterson, Malden VFD
Fire Chief Bill White, Rand VFD
Fire Chief David Duncan, West Side VFD
Fire Chief Randy Stanley, Charleston Fire Department
Fire Chief Chris Ward, Cabin Creek, VFD
Fire Chief Terry Lilly, Dunbar Fire Department
Fire Chief, P.J. Johnson, Chesapeake VFD
Fire Chief Mark Ford, Jefferson VFD
Fire Chief Charles Baldwin, Handley VFD
Fire Chief Timothy Walker, Pratt VFD
Fire Chief Jerry McGhee, Marmet

Via Facsimile: (304) 340-3758,

E-mail: malbert@psc.state.wy.us,

and Regular United States Mail

The Honorable Michael Albert, Chairman

October 12, 2010

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Fire Chief Timmy Whittington, Smithers VFD

Fire Chief David Martin, Tyler Mountain VFD

Fire Chief Steve Parsons, St. Albans Fire Department

Fire Chief Stephen Carver, 130th Airlift Wing Fire Department

Fire Chief Greg Petry, South Charleston Fire Department

Fire Chief Ernie Hedrick, Nitro Fire Department

PUBLIC SERVICE COMMISSION
OF WEST VIRGINIA
CHARLESTON

Entered by the PUBLIC SERVICE COMMISSION OF WEST VIRGINIA, in the City of Charleston on the 13th day of October 2010.

CASE NO. 10-1604-T-GI

KANAWHA COUNTY COMMISSION

Motion of the Kanawha County Commission for
a General Investigation into telecommunications
carrier notifications to the Public Safety Answering
Point during significant outages,

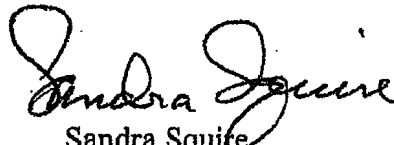
COMMISSION ORDER

On October 12, 2010, the Kanawha County Commission filed a letter requesting a General Investigation into telecommunications carrier notifications to the Public Safety Answering Point during significant outages. The Commission will treat this letter as a motion for a general investigation.

IT IS THEREFORE ORDERED that FiberNet, LLC is required to make answer thereto, in writing, within ten days of the service upon them by certified mail of a copy of the letter and a copy of this order. The Commission will proceed to investigate the matters set forth in the letter in such manner and by such means as may be deemed proper.

IT IS FURTHER ORDERED that the Executive Secretary of the Commission serve a copy of the Kanawha County Commission's letter and a copy of this order on FiberNet, LLC by United States Certified Mail, return receipt requested, and by United States First Class Mail on all parties of record and on Commission Staff by hand delivery.

FOR THE COMMISSION:


Sandra Squire
Executive Secretary

SS/s
101604s.wpd

ECFS Filing Receipt - Confirmation number: 20101116193938		
Proceeding		
Name	Subject	
10-158	Application filed for the transfer of control of One Communications Corp. FiberNet of Virginia Inc. FiberNet , LLC FiberNet Telecommunications of Pennsylvania, LLC and FiberNet of Ohio, LLC to NTELOS.	
Contact Info		
Name of Filer: One Communications Corp.		
Email Address: ckoves@kelleydrye.com		
Attorney/Author Name: Christopher S. Koves		
Lawfirm Name Kelley Drye & Warren LLP		
(required if represented by counsel):		
Address		
Address For: Law Firm		
Address Line 1: 3050 K Street, NW, Suite 400		
City: Washington, D.C.		
State: DISTRICT OF COLUMBIA		
Zip: 20007		
+4: 5108		
Details		
exparte: YES		
Type of Filing: NOTICE OF EXPARTE		
Document(s)		
File Name	Custom Description	Size
Notice of Ex Parte Presentation.pdf	Notice of Ex Parte - REDACTED	132 KB
Attachment - REDACTED.pdf	Attachment - REDACTED	7 KB
Attachment 2 - REDACTED.pdf	Attachment 2 - REDACTED	1 MB
Disclaimer		
<p>This confirmation verifies that ECFS has received and accepted your filing. However, your filing will be rejected by ECFS if it contains macros, passwords, redlining, read-only formatting, a virus, or automated links to other documents.</p> <p>Filings are generally processed and made available for online viewing within one business day of receipt. You may use the link below to check on the status of your filing:</p> <p>http://fjallfoss.fcc.gov/ecfs/comment/confirm?confirmation=20101116193938</p> <p>For any problems please contact the Help Desk at 202-418-0193.</p>		

Your submission has been accepted